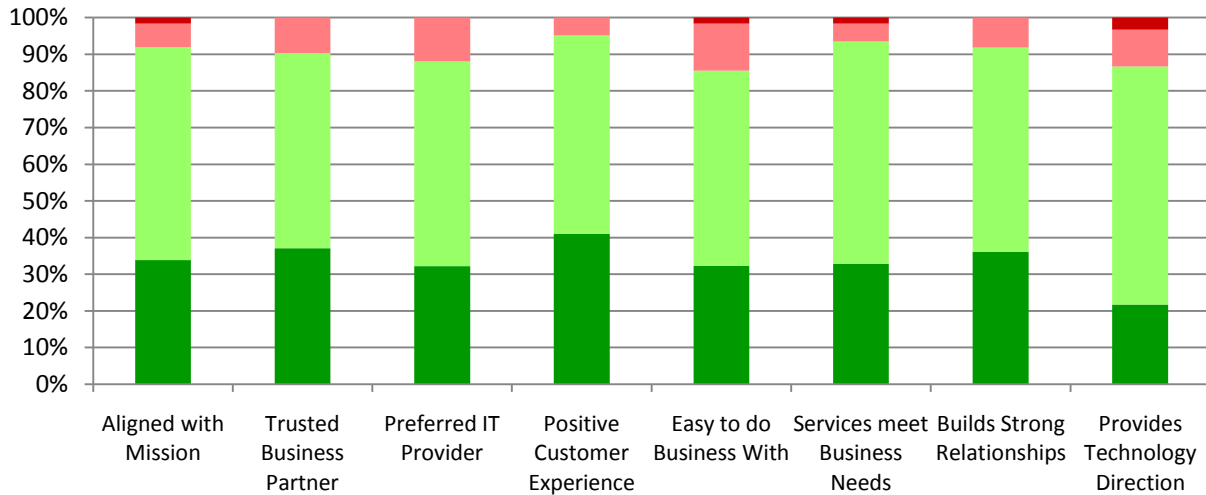




State of North Dakota
Information Technology Department
2009 Customer Survey

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

Key Performance Indicators



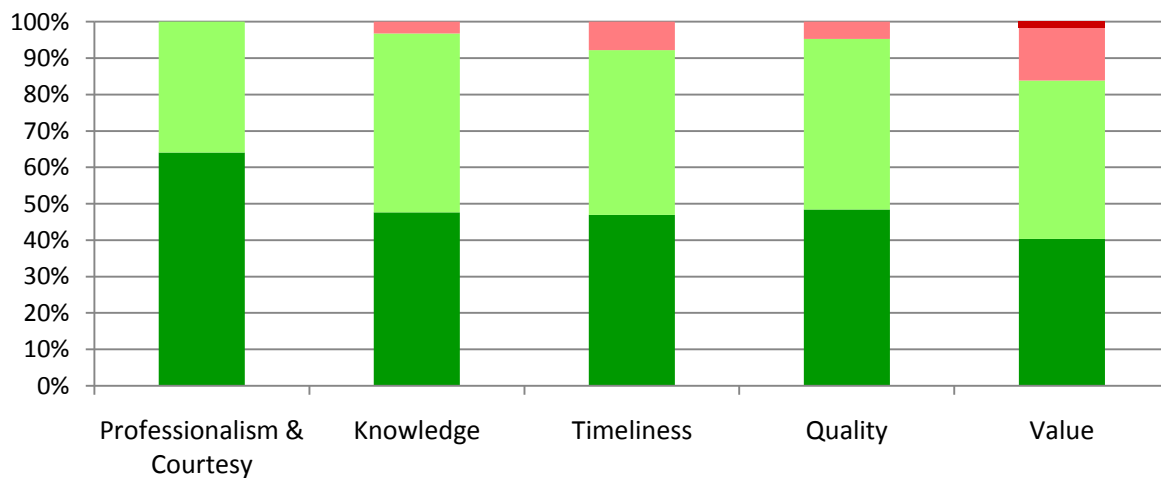
Average Respondents: 61



State of North Dakota
Information Technology Department
2009 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Customer Satisfaction Indexes



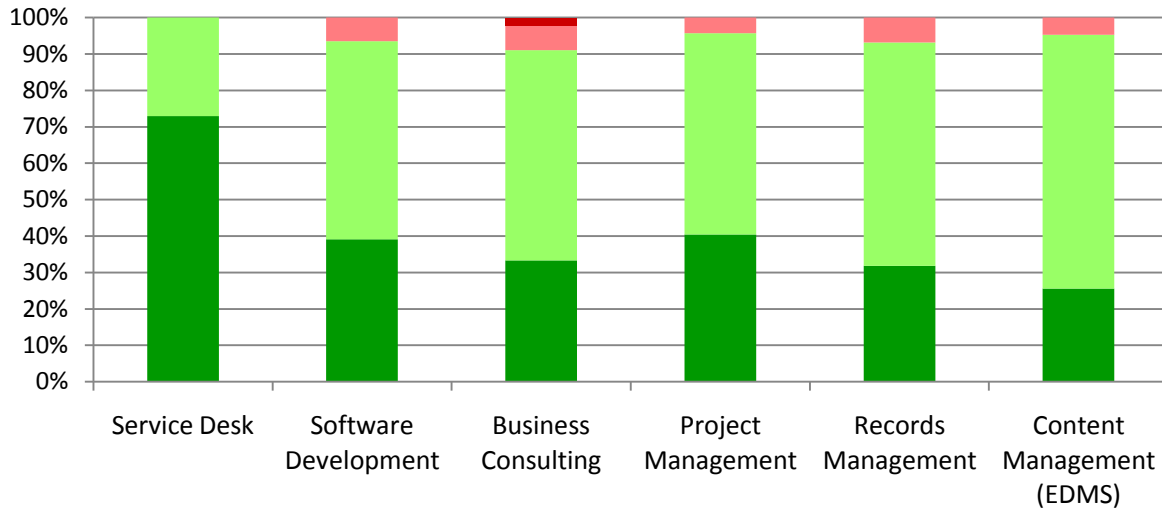
Average Respondents: 63



State of North Dakota
Information Technology Department
2009 Customer Survey

Very Dissatisfied
Dissatisfied
Satisfied
Very Satisfied

Overall IT Professional Services



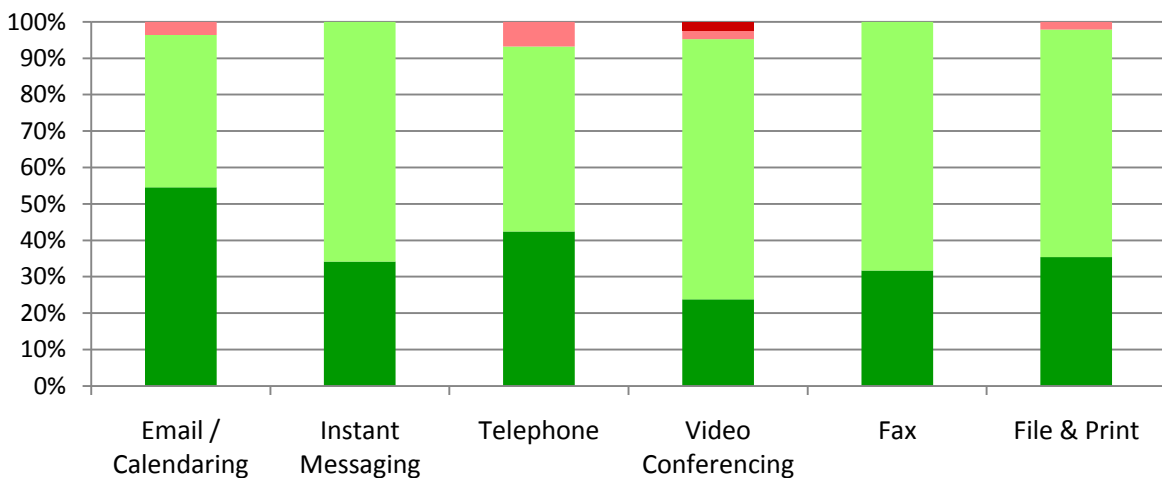
Average Respondents: 48



State of North Dakota
Information Technology Department
2009 Customer Survey

Very Dissatisfied
Dissatisfied
Satisfied
Very Satisfied

Overall Communication, Collaboration & Desktop Services



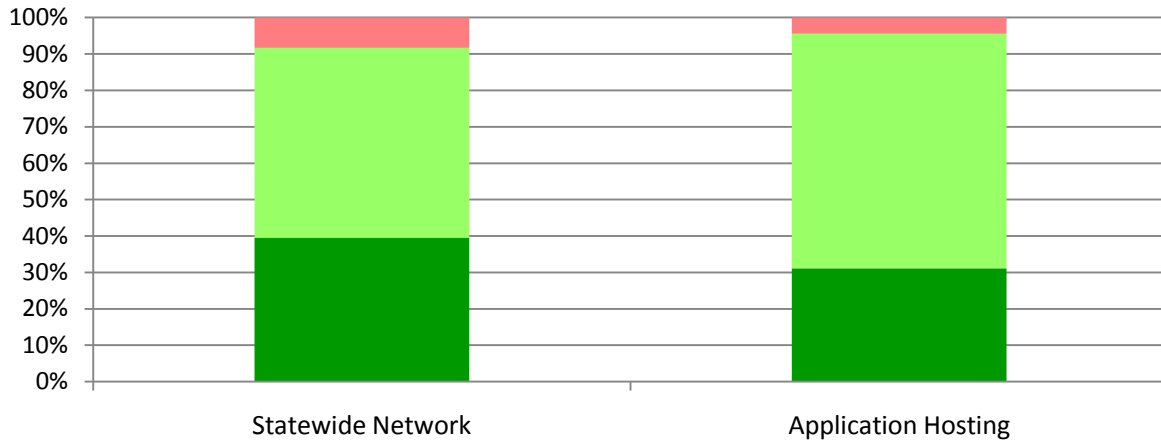
Average Respondents: 47



State of North Dakota
Information Technology Department
2009 Customer Survey

Very Dissatisfied
Dissatisfied
Satisfied
Very Satisfied

Overall IT Infrastructure Services



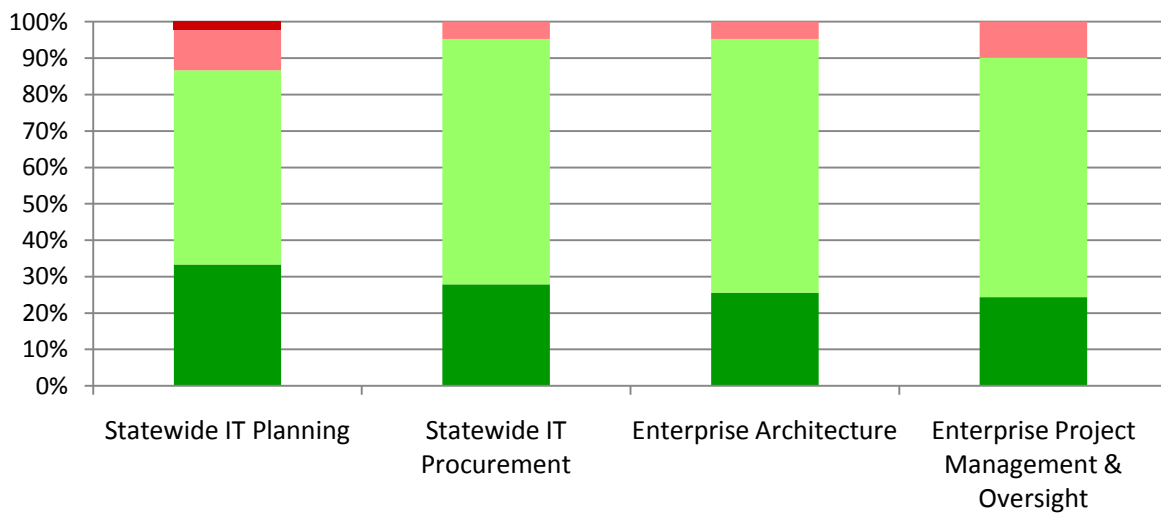
Average Respondents: 47



State of North Dakota
Information Technology Department
2009 Customer Survey

Very Dissatisfied
Dissatisfied
Satisfied
Very Satisfied

Overall IT Policy & Planning Services



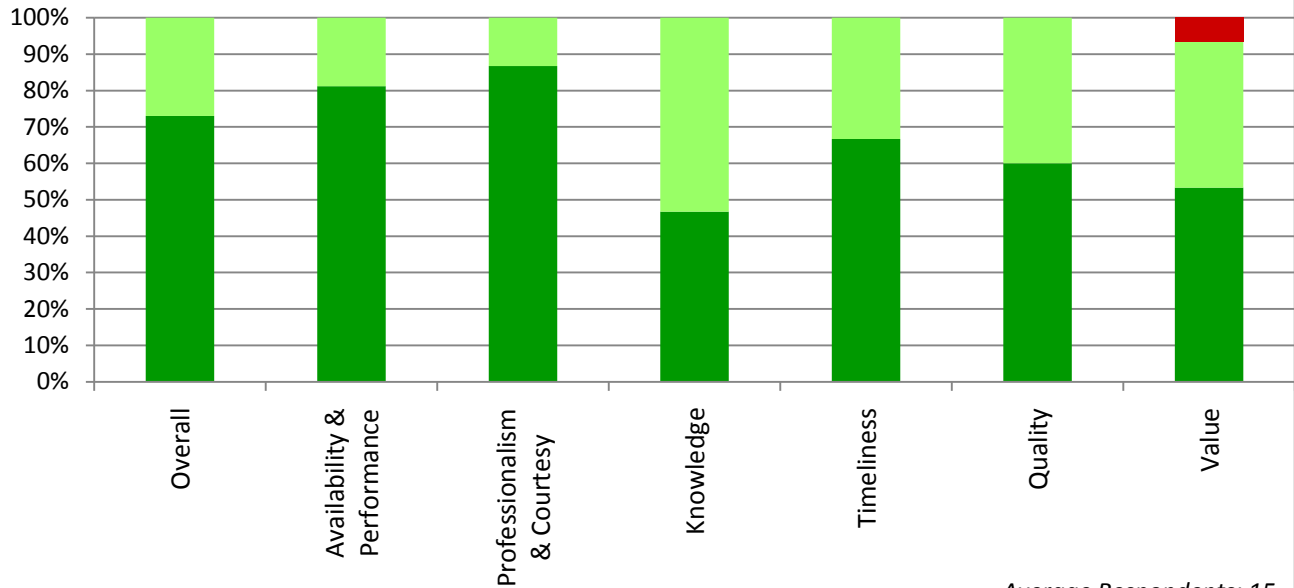
Average Respondents: 48



State of North Dakota
Information Technology Department
2009 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Service Desk



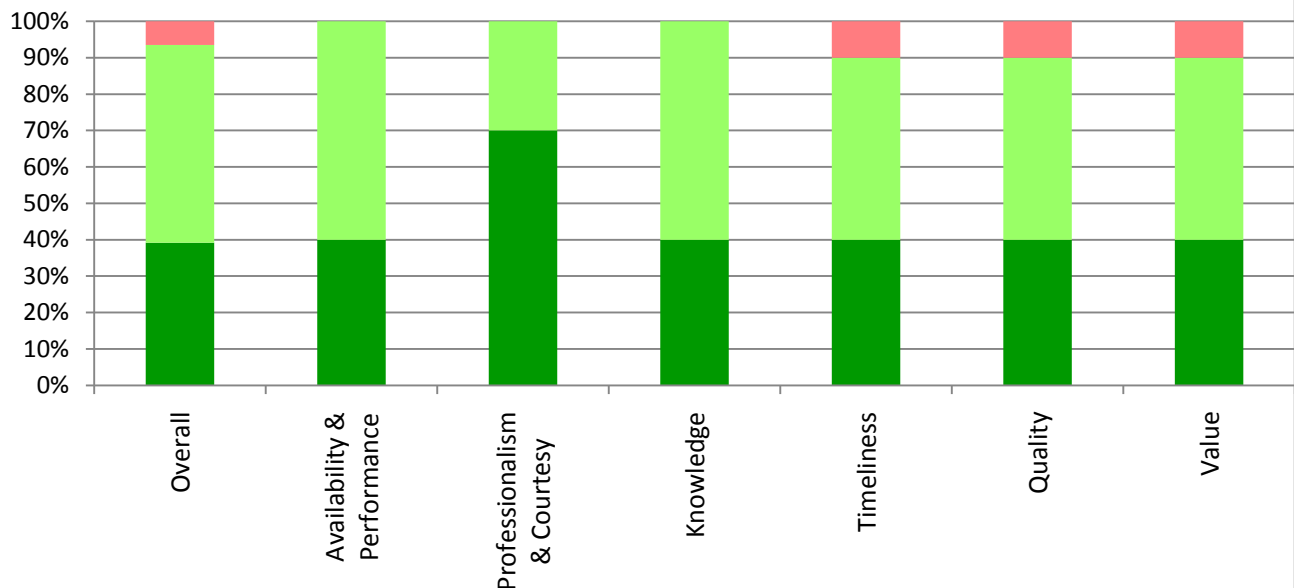
Average Respondents: 15



State of North Dakota
Information Technology Department
2009 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Software Development



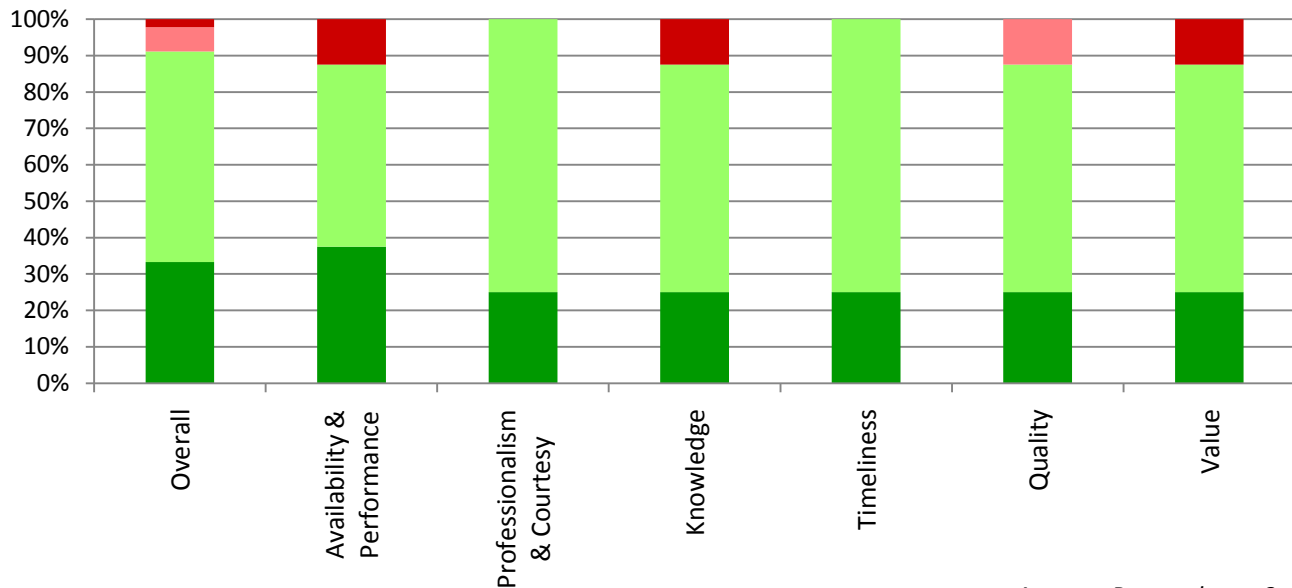
Average Respondents: 10



State of North Dakota
Information Technology Department
2009 Customer Survey

Very Dissatisfied
Dissatisfied
Satisfied
Very Satisfied

Business Consulting



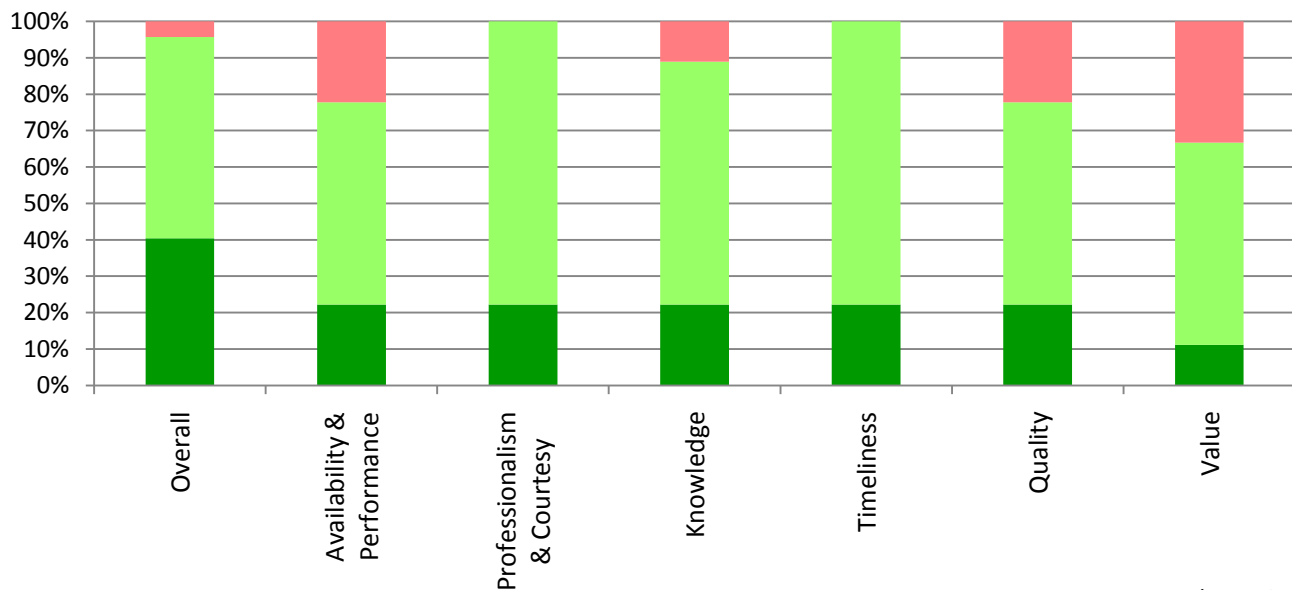
Average Respondents: 8



State of North Dakota
Information Technology Department
2009 Customer Survey

Very Dissatisfied
Dissatisfied
Satisfied
Very Satisfied

Project Management



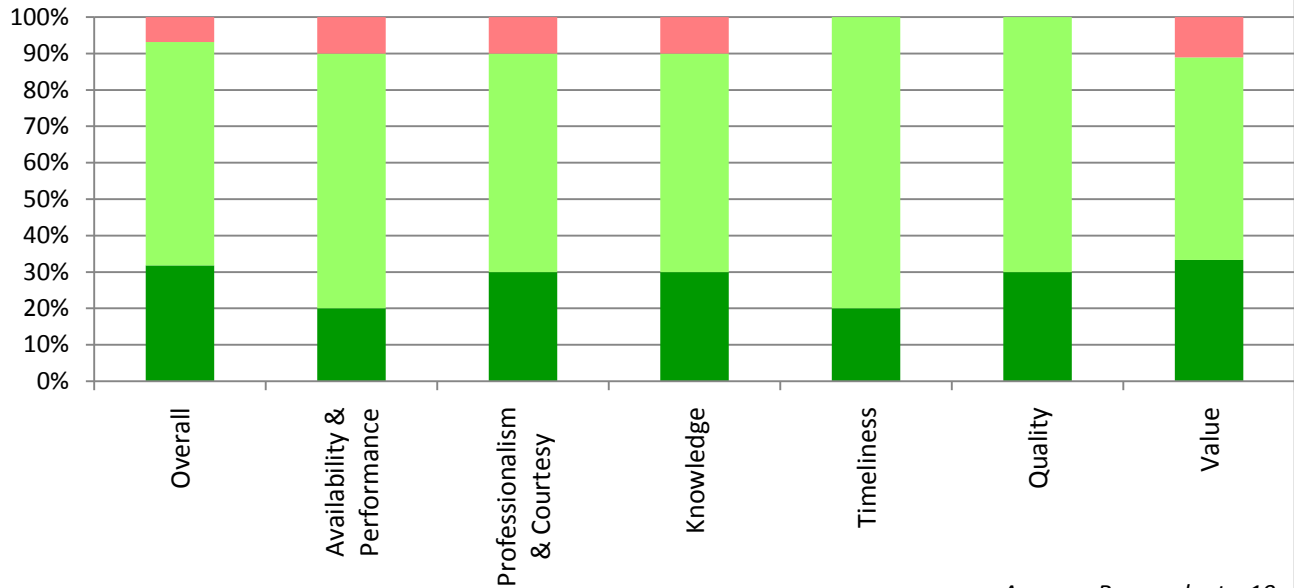
Average Respondents: 9



State of North Dakota
Information Technology Department
2009 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Records Management



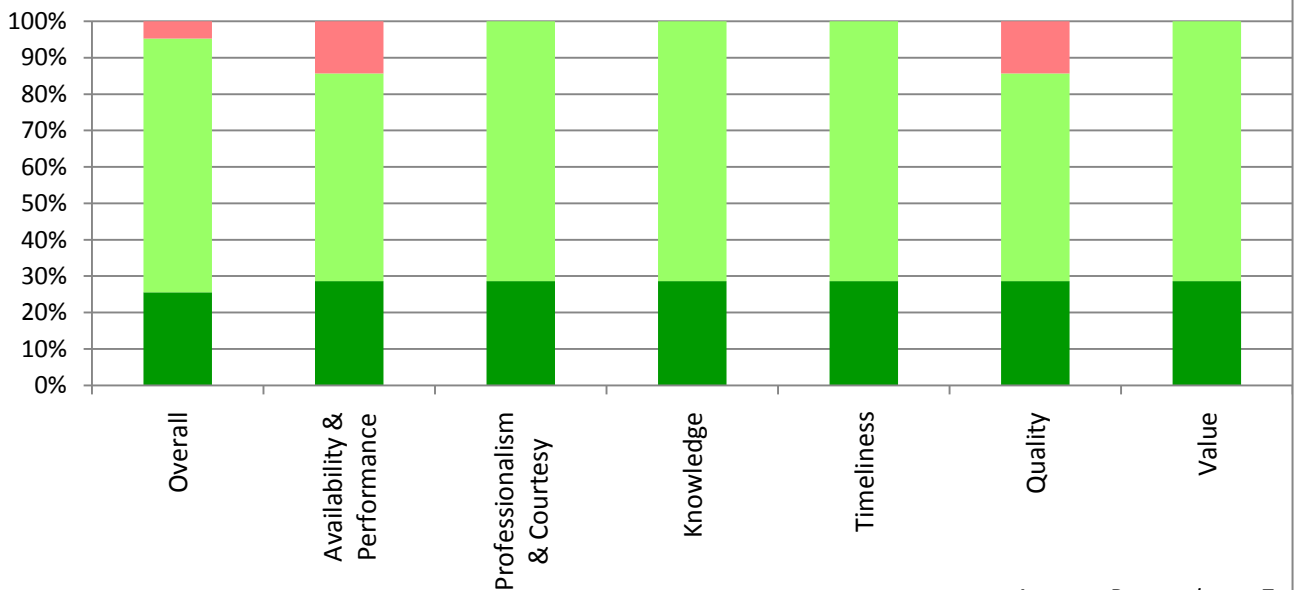
Average Respondents: 10



State of North Dakota
Information Technology Department
2009 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Content Management



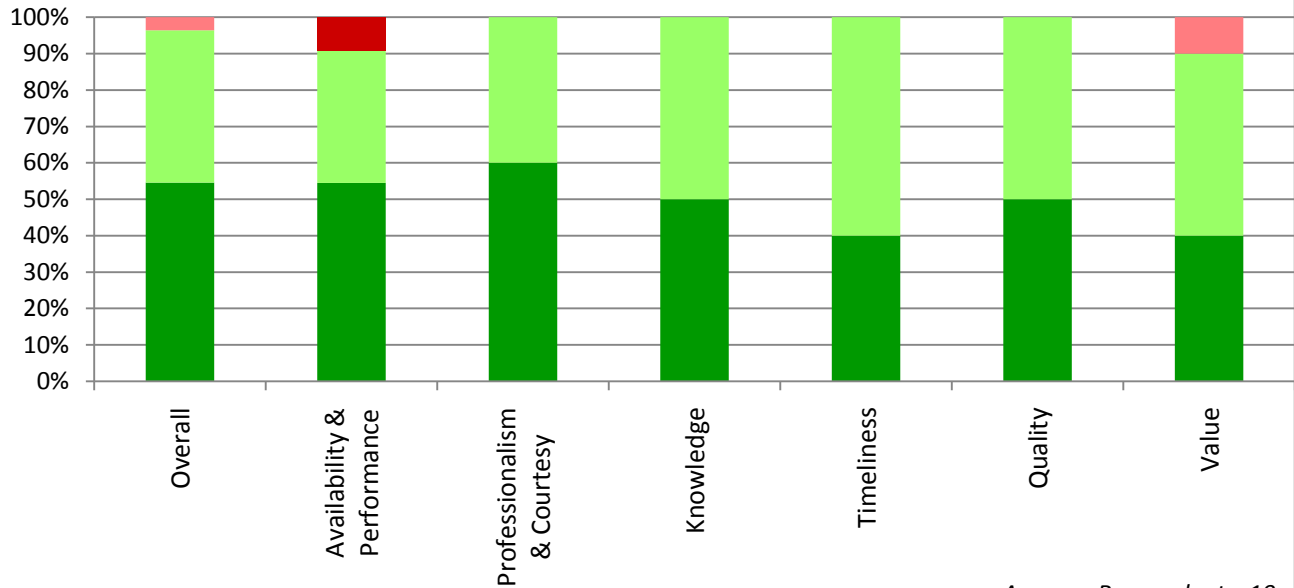
Average Respondents: 7



State of North Dakota
Information Technology Department
2009 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Email



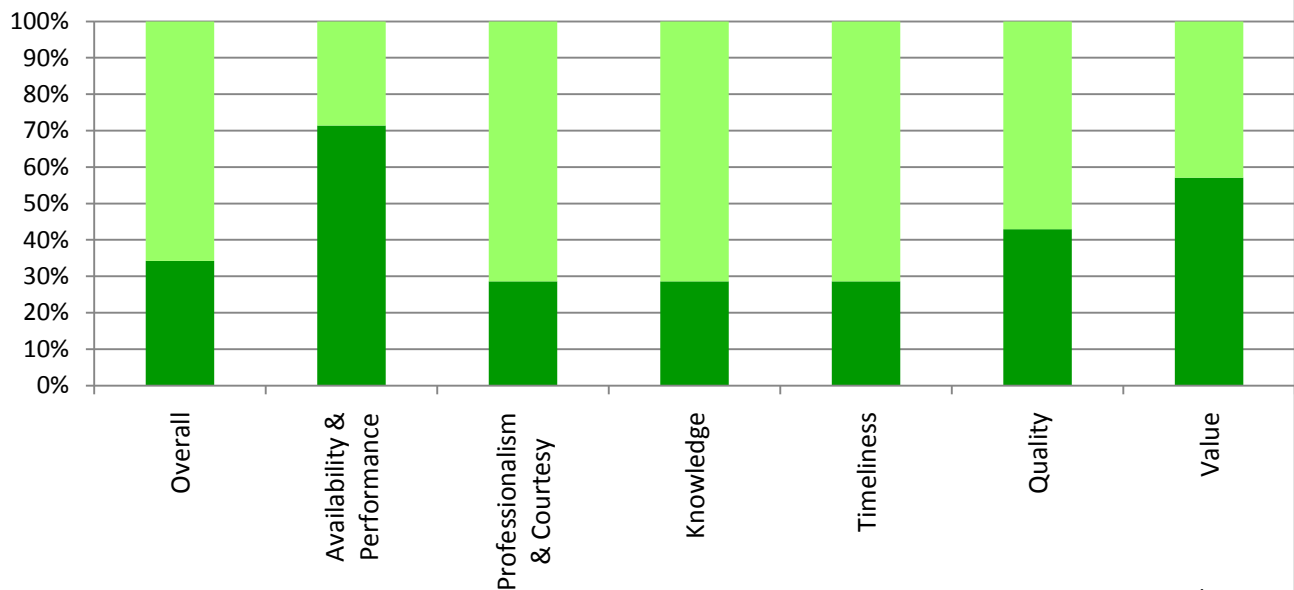
Average Respondents: 10



State of North Dakota
Information Technology Department
2009 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Instant Messaging



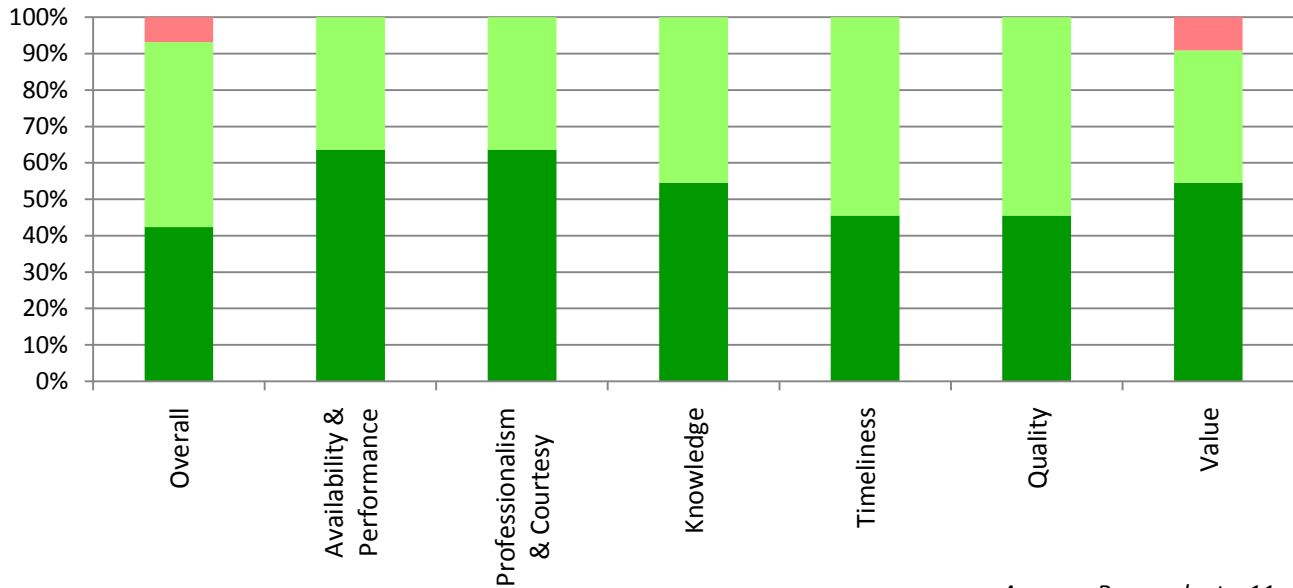
Average Respondents: 7



State of North Dakota
Information Technology Department
2009 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Telephone



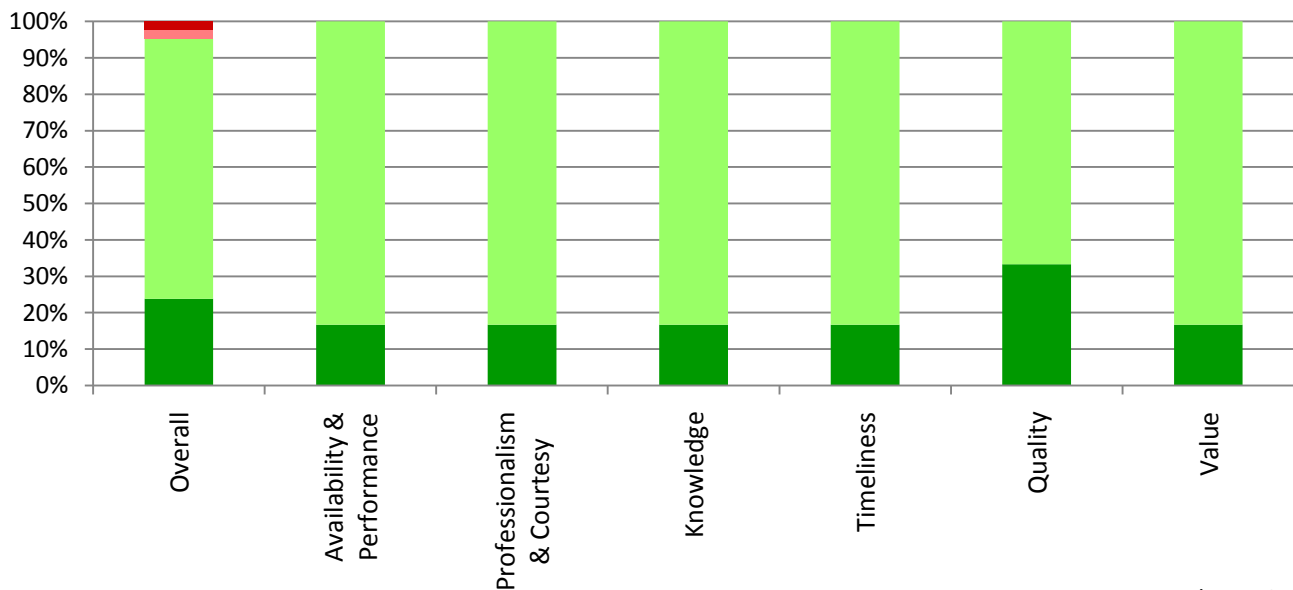
Average Respondents: 11



State of North Dakota
Information Technology Department
2009 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Video Conferencing



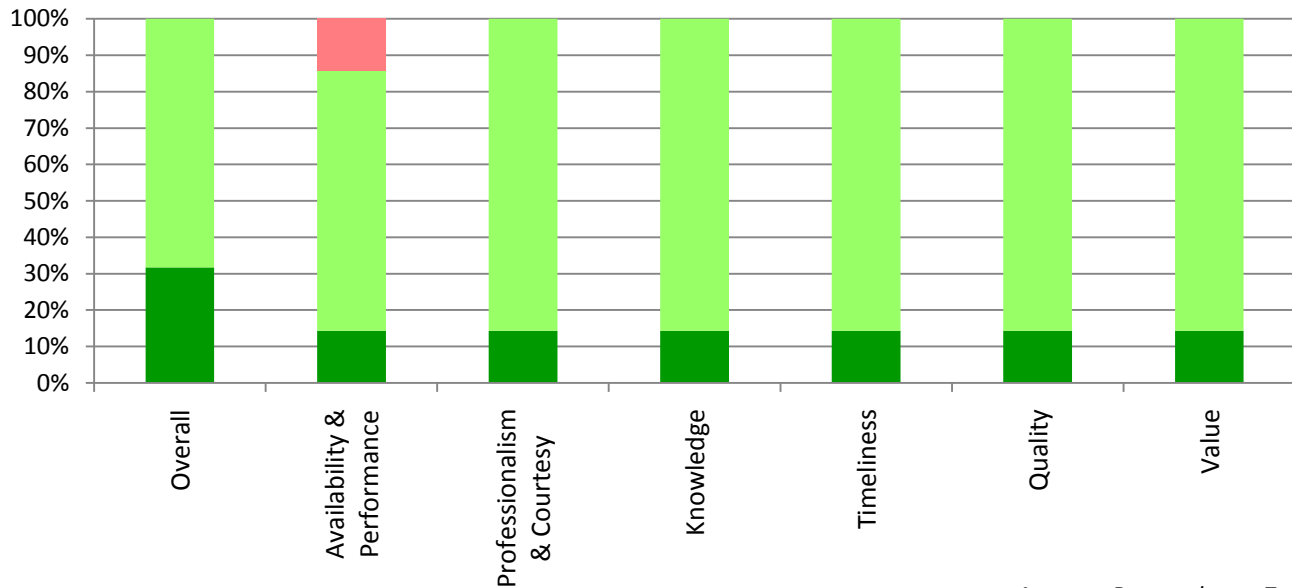
Average Respondents: 6



State of North Dakota
Information Technology Department
2009 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Fax



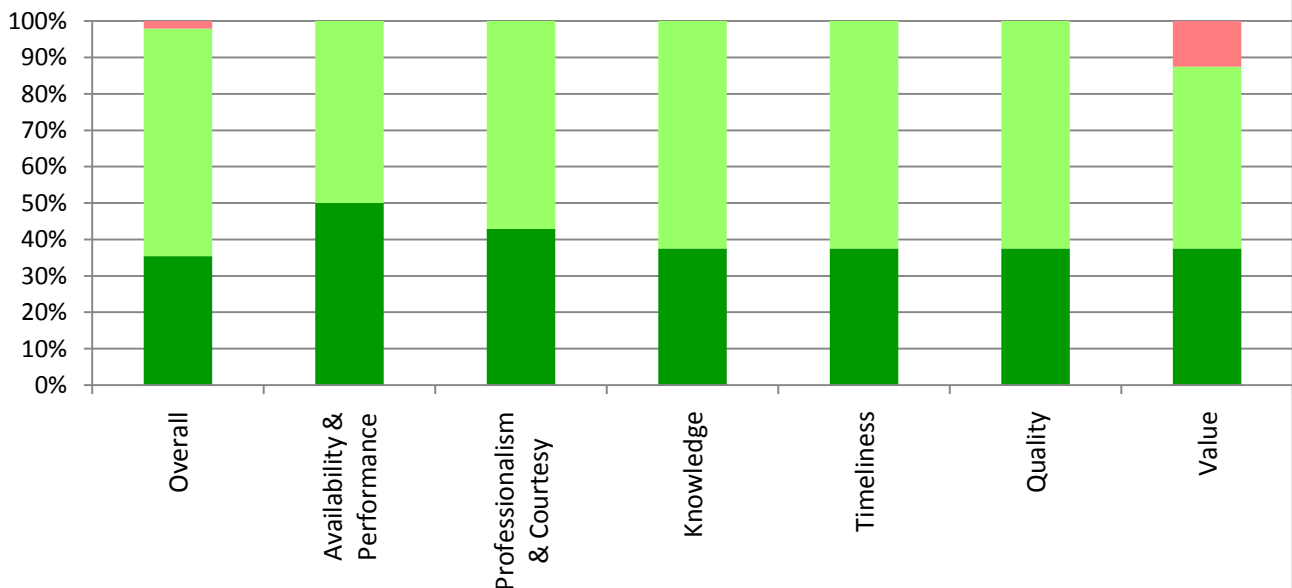
Average Respondents: 7



State of North Dakota
Information Technology Department
2009 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

File & Print



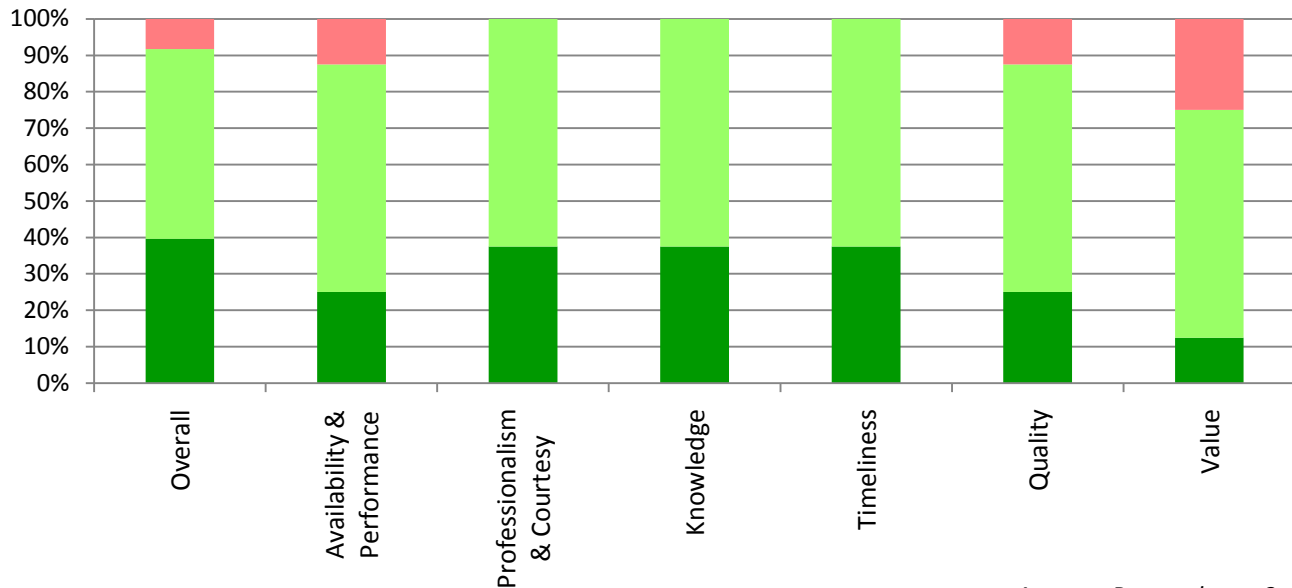
Average Respondents: 8



State of North Dakota
Information Technology Department
2009 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Statewide Network



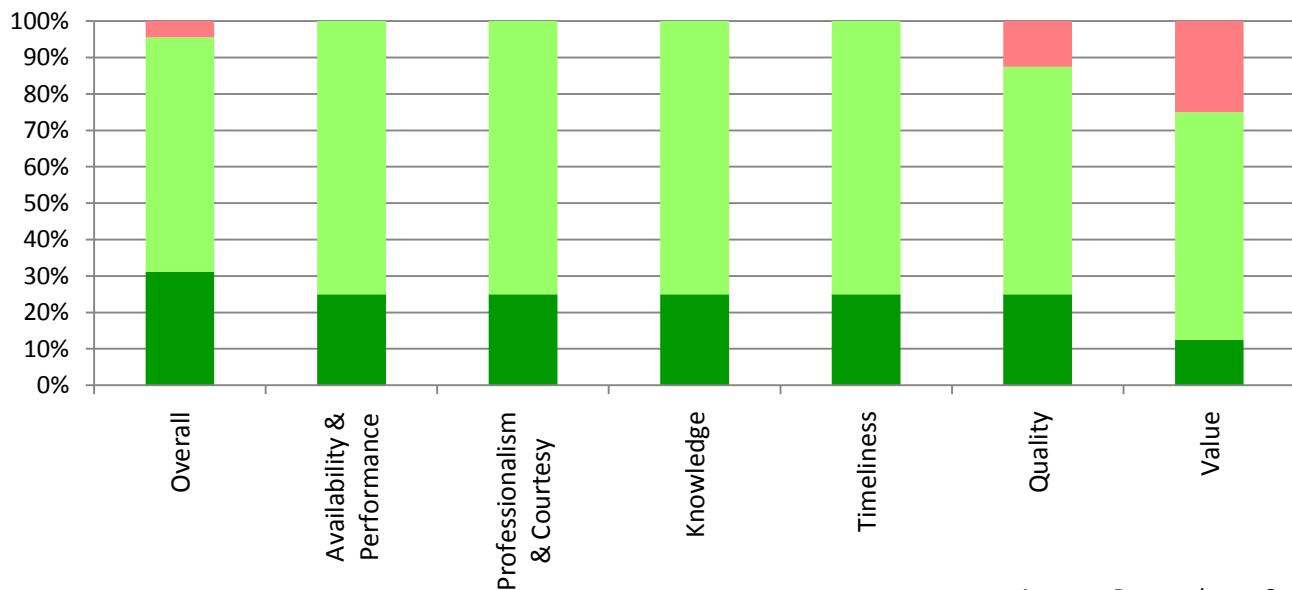
Average Respondents: 8



State of North Dakota
Information Technology Department
2009 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Application Hosting



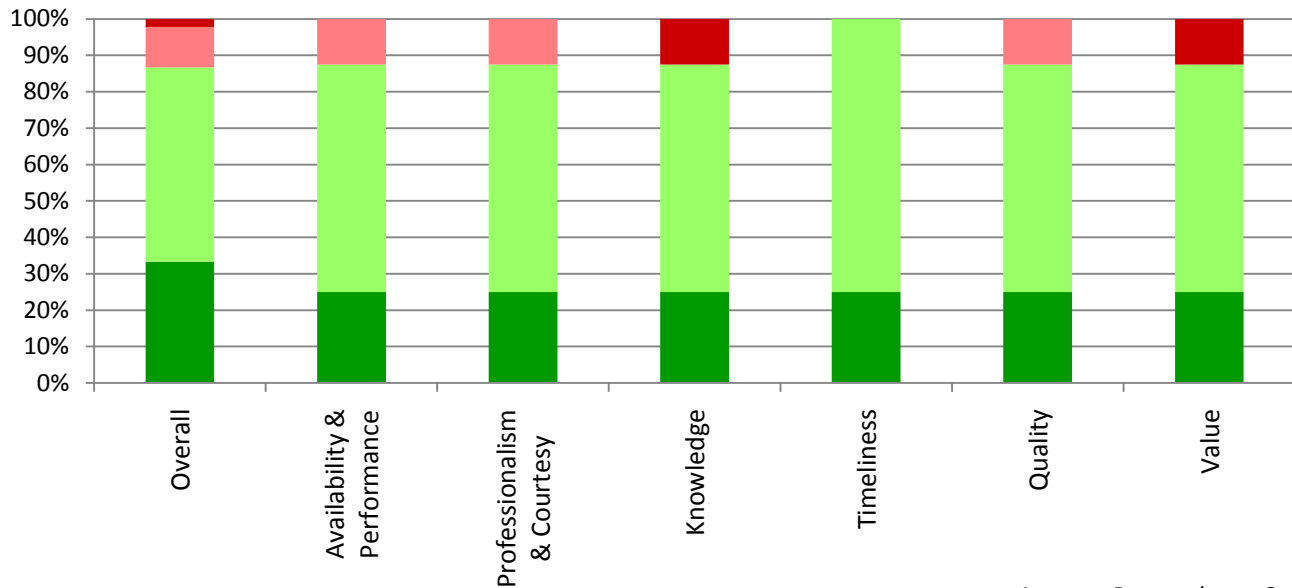
Average Respondents: 8



State of North Dakota
Information Technology Department
2009 Customer Survey

Very Dissatisfied
Dissatisfied
Satisfied
Very Satisfied

Statewide IT Planning



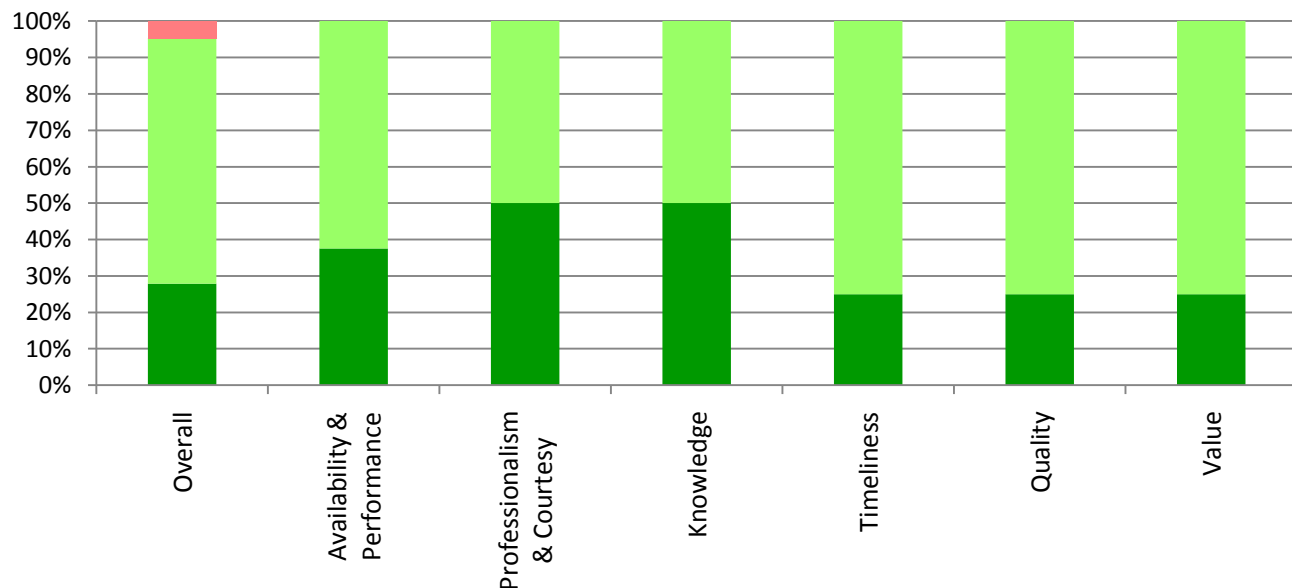
Average Respondents: 8



State of North Dakota
Information Technology Department
2009 Customer Survey

Very Dissatisfied
Dissatisfied
Satisfied
Very Satisfied

Statewide IT Procurement



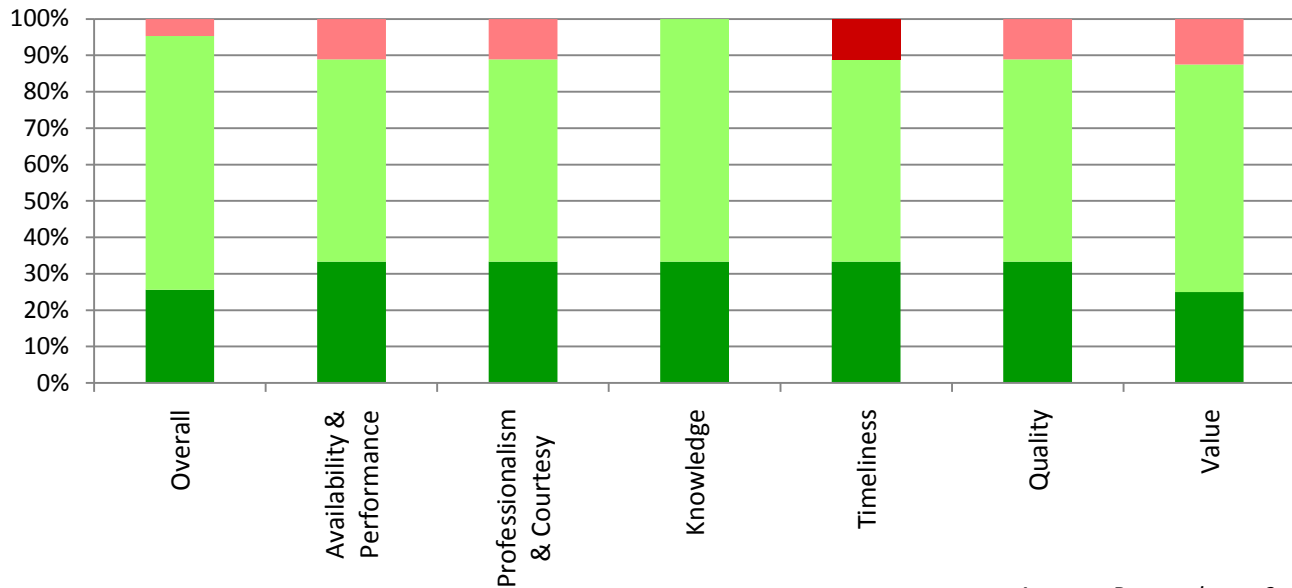
Average Respondents: 8



State of North Dakota
Information Technology Department
2009 Customer Survey

Very Dissatisfied
Dissatisfied
Satisfied
Very Satisfied

Enterprise Architecture



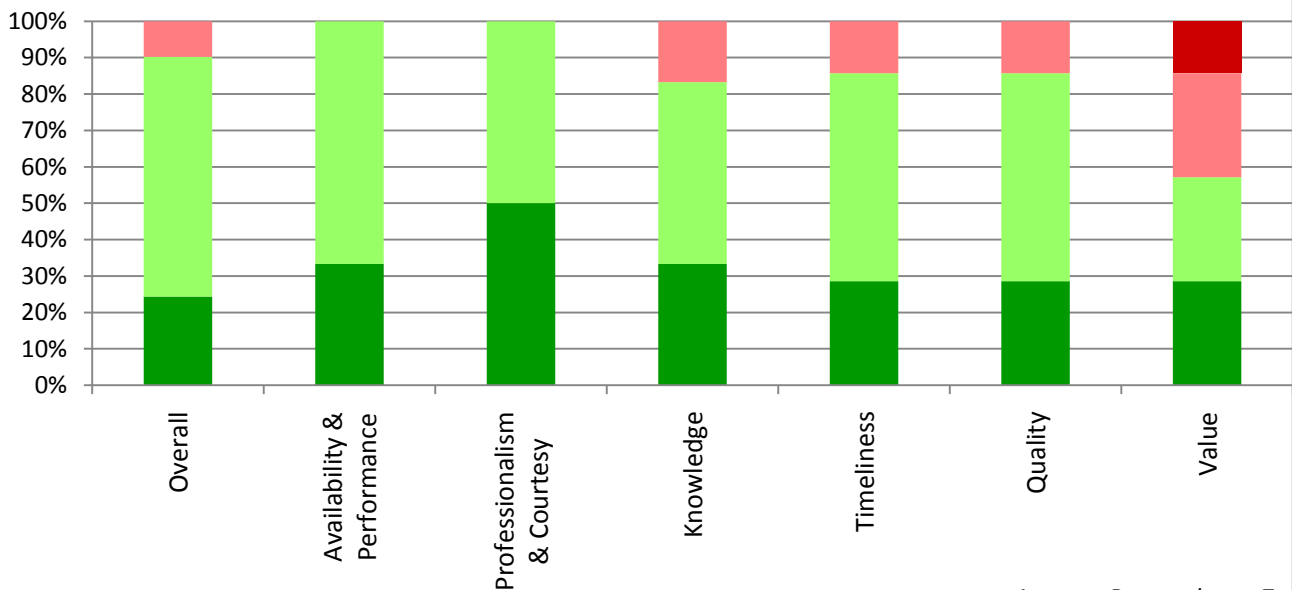
Average Respondents: 9



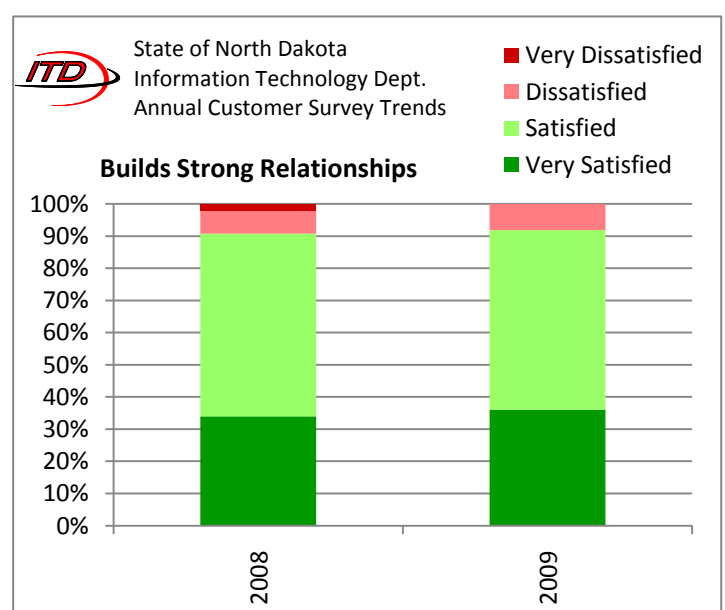
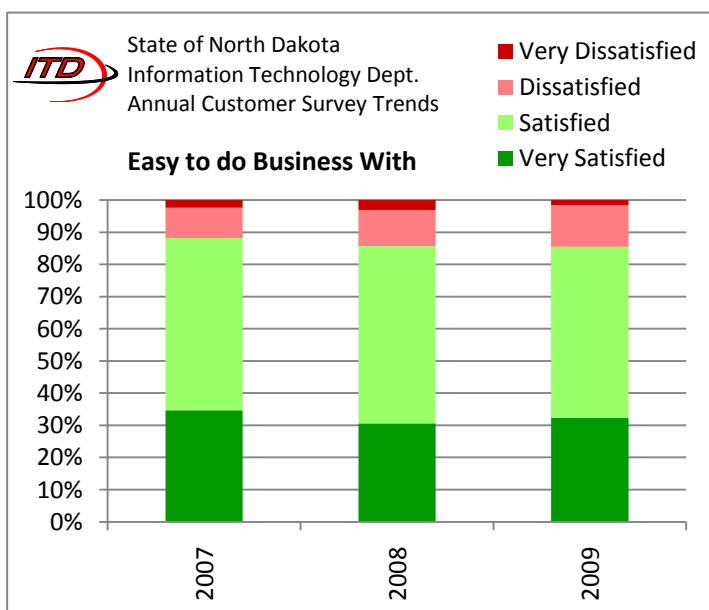
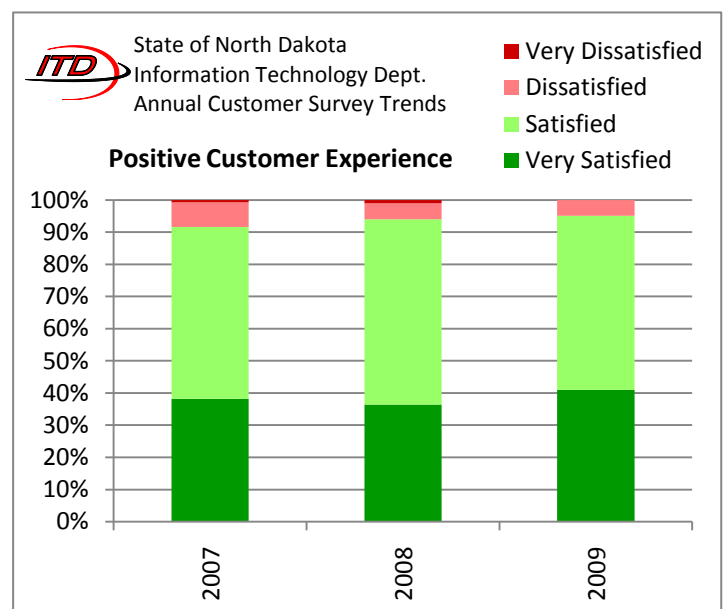
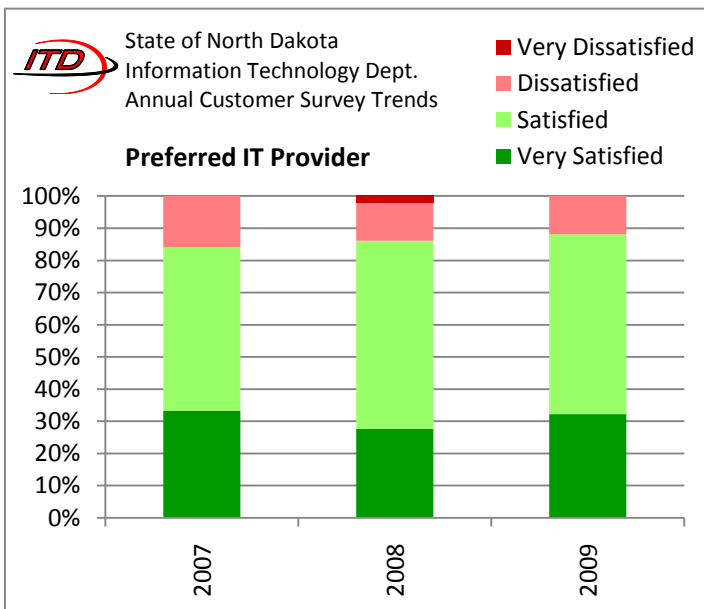
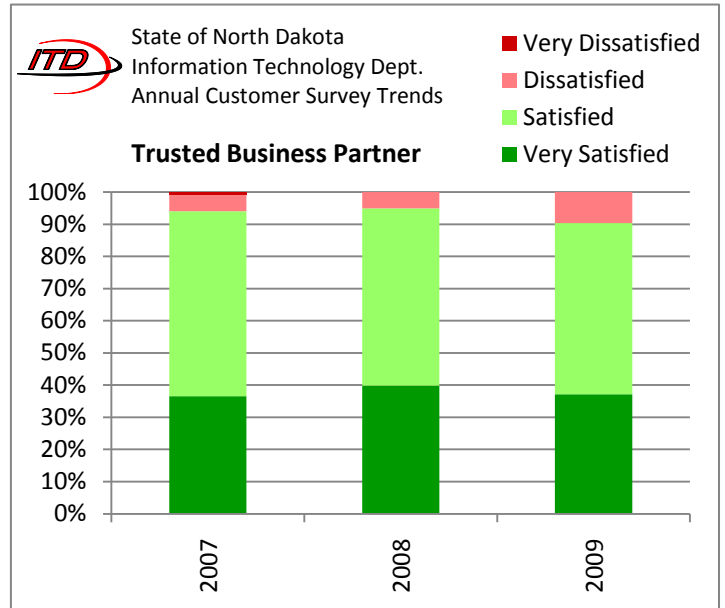
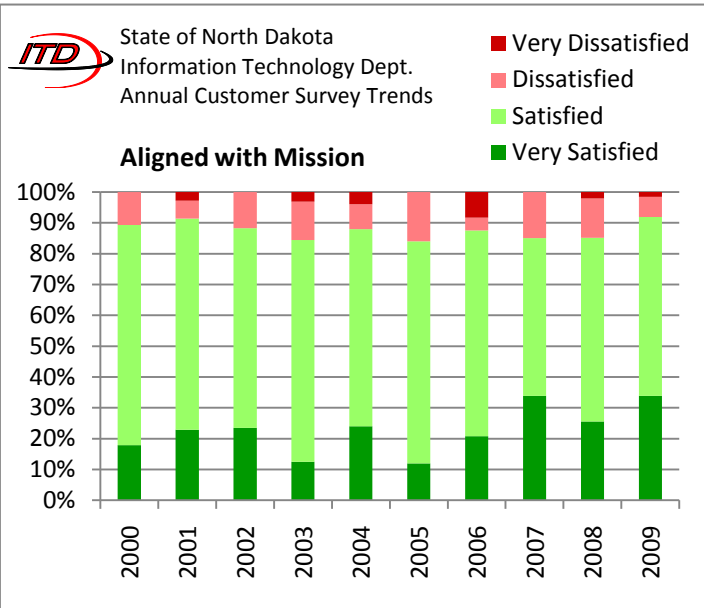
State of North Dakota
Information Technology Department
2009 Customer Survey

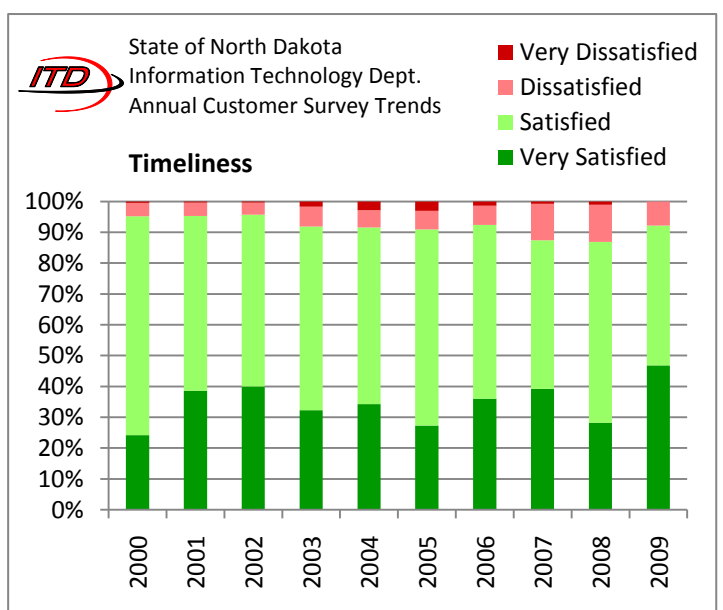
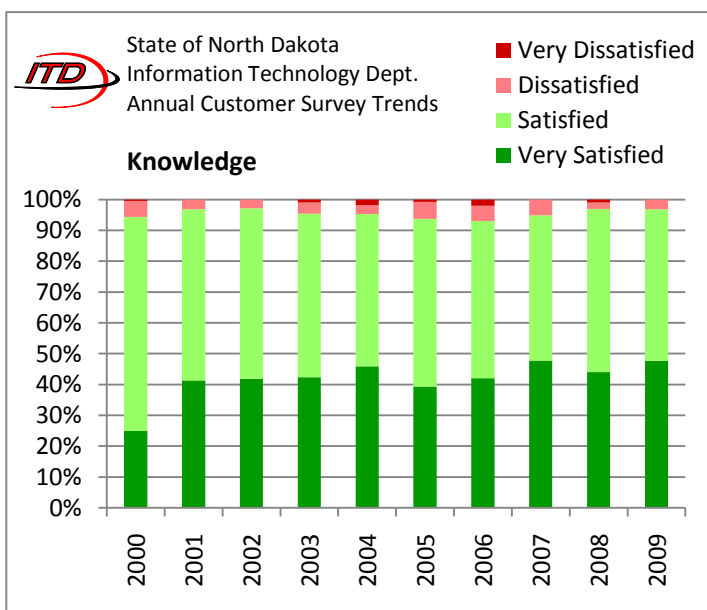
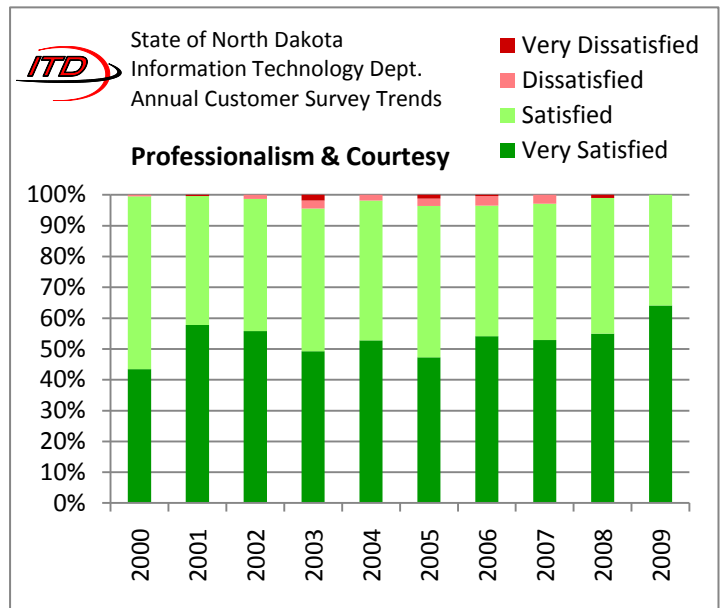
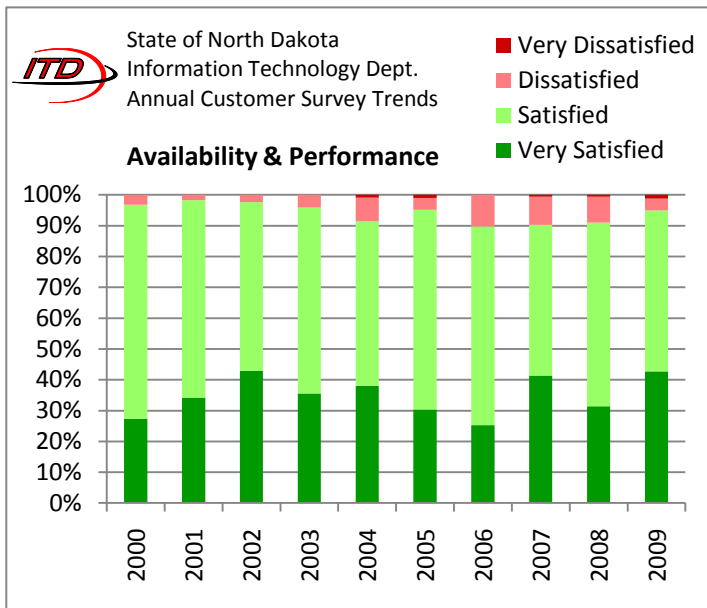
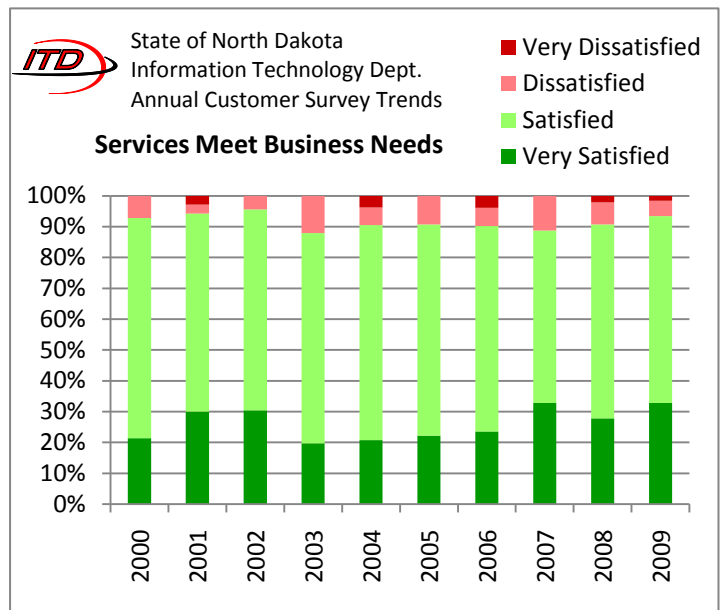
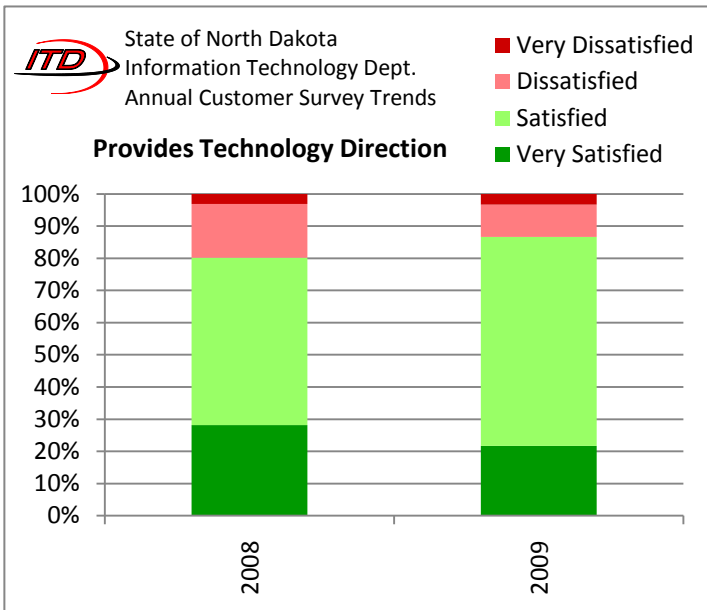
Very Dissatisfied
Dissatisfied
Satisfied
Very Satisfied

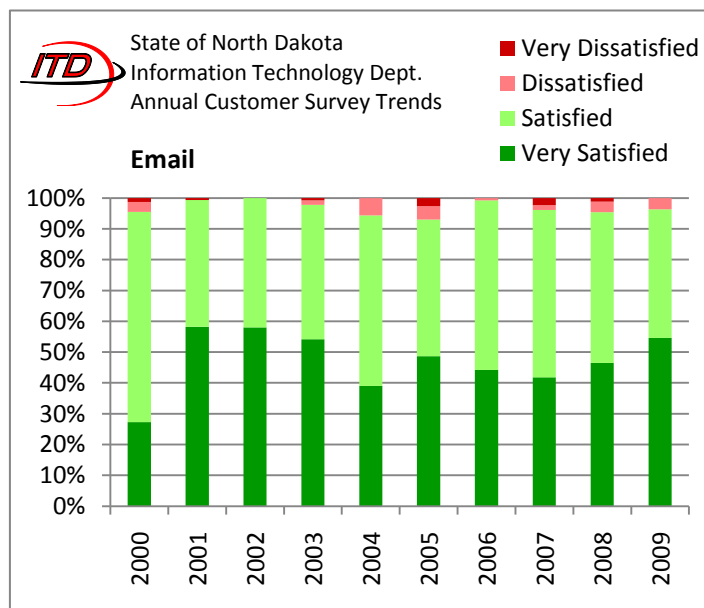
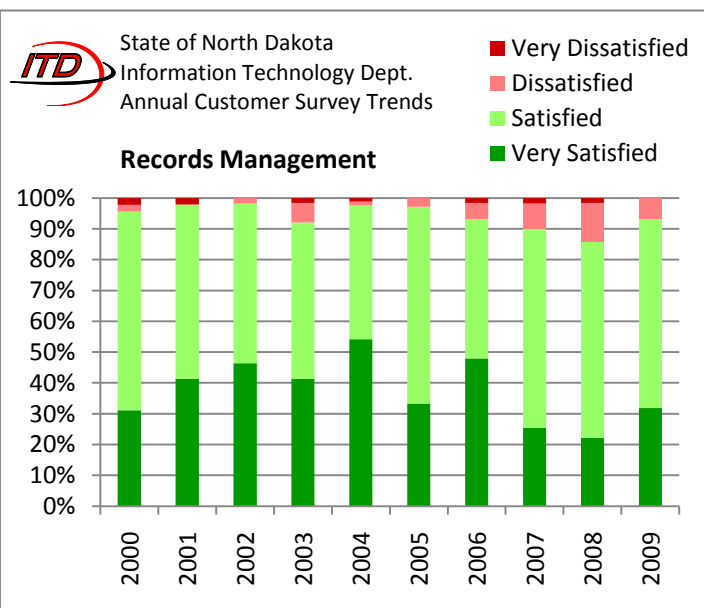
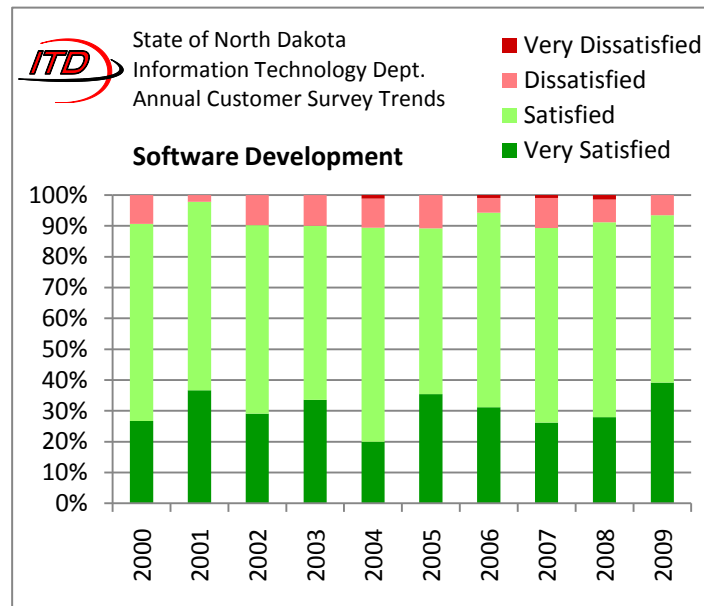
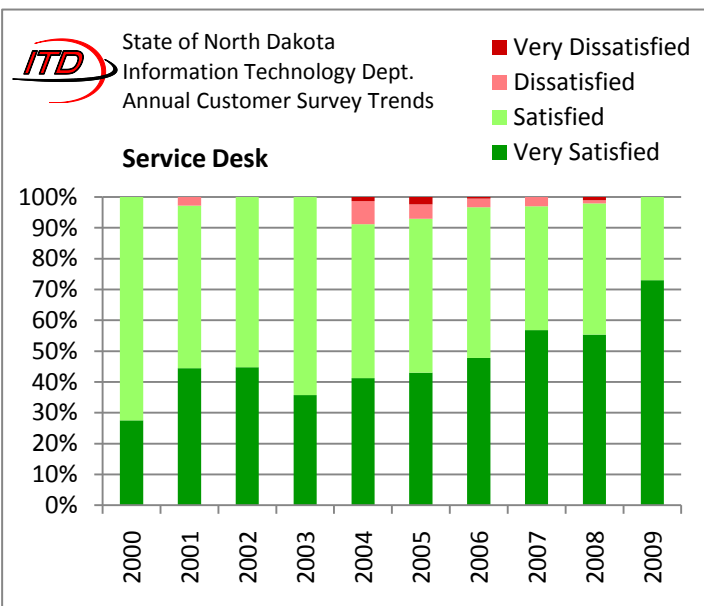
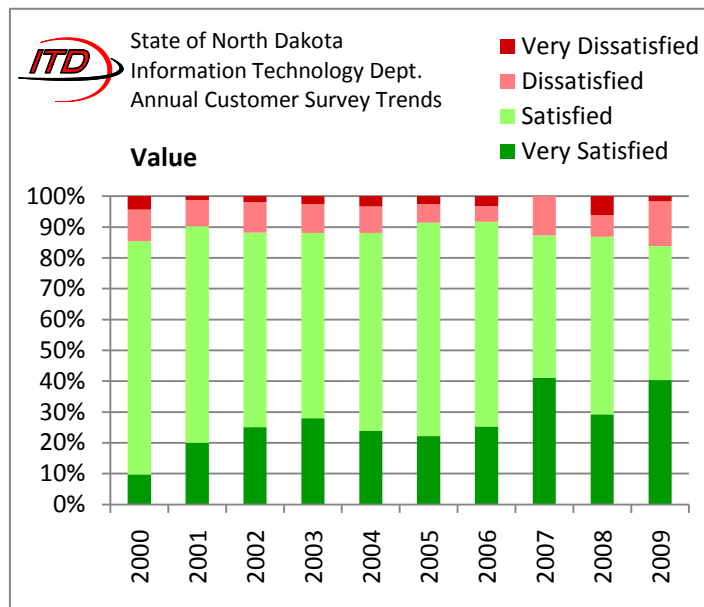
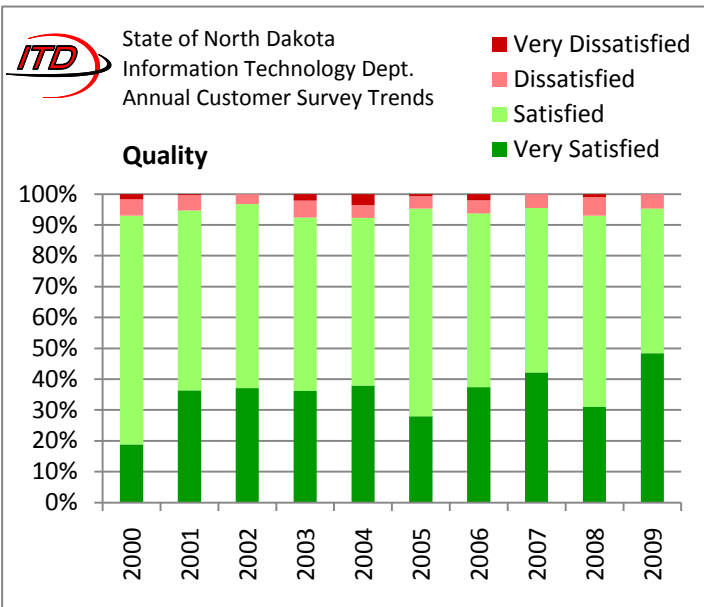
Enterprise Project Management & Oversight

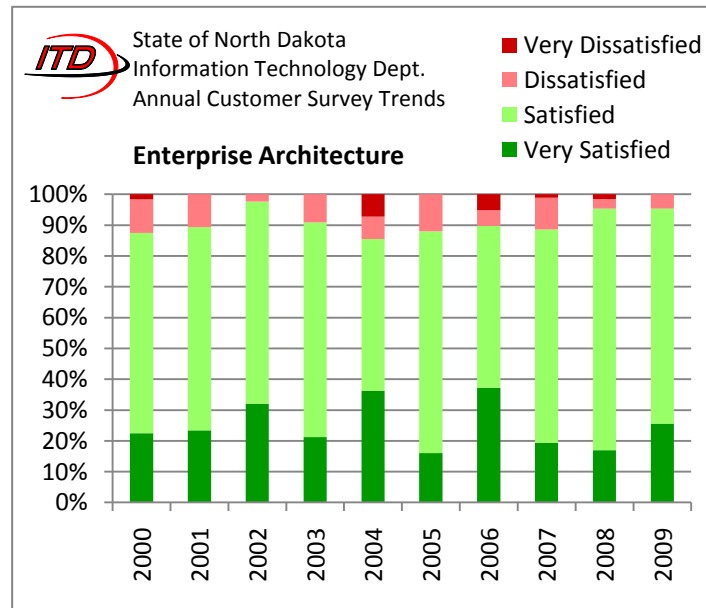
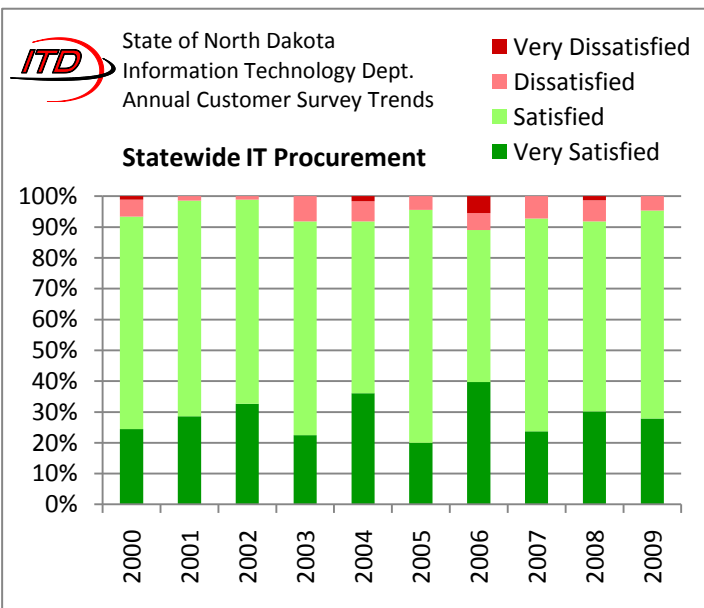
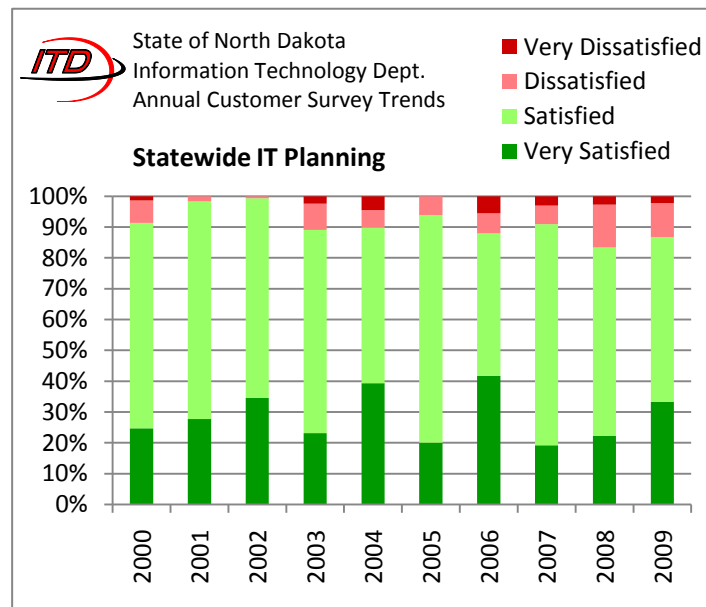
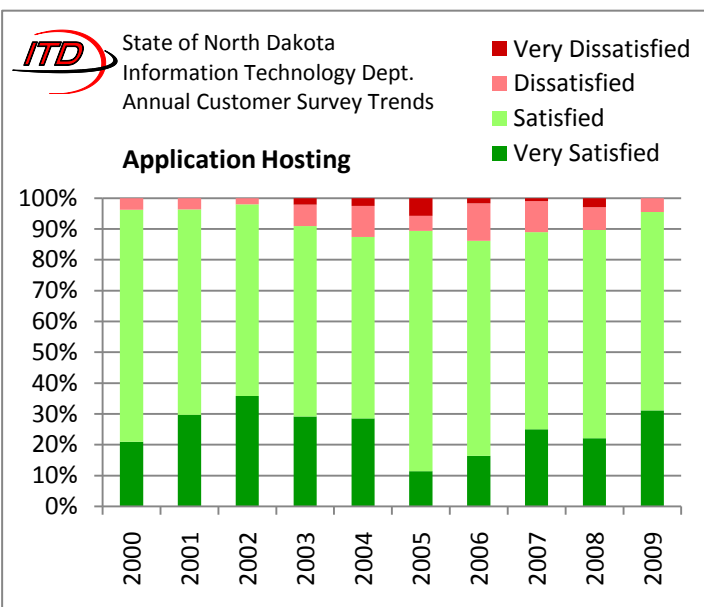
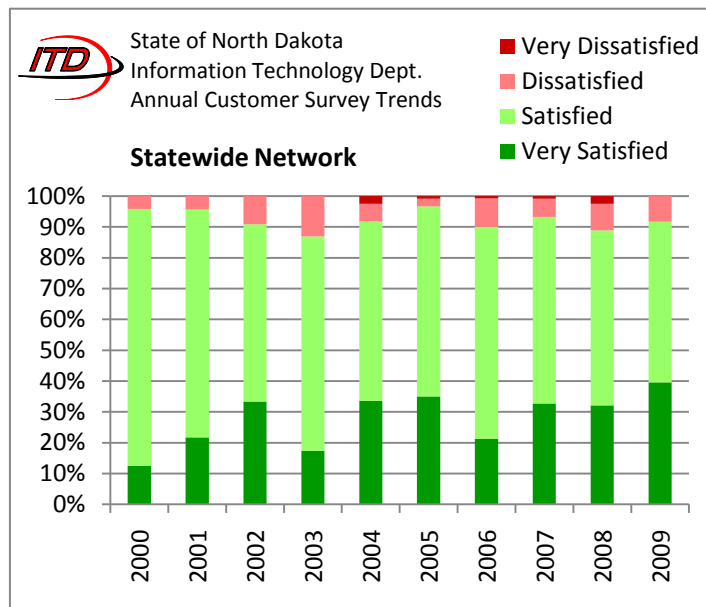
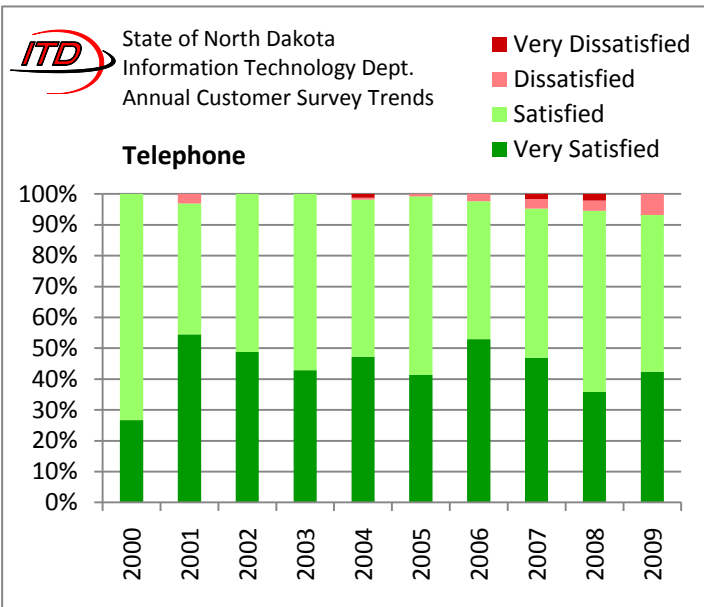


Average Respondents: 7











State of North Dakota
Information Technology Dept.
Annual Customer Survey Trends

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Enterprise Project Management & Oversight

